



Job Title:	Tree Maintenance Officer
Grade:	Grade 6
Section:	Neighbourhoods (Community Safety)
Reports to:	Arboricultural Team Leader
Responsible for:	None

The Job

Is to:

- carry out all aspects of tree maintenance in relation to BS 3998, which will include crown thinning, crown lifting, felling and general tree management as well as BS 8545 tree planting and management of new trees to ensure that WDH trees remain in a safe and healthy condition;
- work both from the ground and climb at height within the tree canopy using specialised equipment in order to maintain WDH trees to a safe and healthy condition;
- carry out all works to a high quality standard and play a lead role in the management of a safe on-site environment to ensure that personal, colleague and public safety is protected at all times;
- be responsible for carrying out tree maintenance in accordance with legislation especially in relation to working on or close to the highway; and
- respond to emergency situations on WDH estates involving risk posed by trees including out of office hours and weekend work as required.

The Bigger Picture

You will:

- support the delivery of a high quality, flexible and continually improving arboricultural service as part of an integrated landscape management service;
- take the lead role in supervising the work of a dedicated small team when carrying out arboricultural operations across a range of sites and be a positive role model to other members of your team to ensure that work operations are carried out according to specification, required timescales and with due regard to health and safety and all other relevant legislation and standards.
- carry out any other duties as directed by the line manager that is appropriate to the grade and overall purpose of the job, and
- provide relief cover for WDH Landscape Officers to maintain safe and clean environmental conditions as and when required.

The Day to Day

You will:

- climb trees using a recognised and approved method, and use equipment specifically designed to safely work throughout the canopy, which may include the use of ladders to gain access to work areas within tree canopies when required;
- prune and safely remove branches from within the canopy, remove poor branch formation to aid tree health in line with British Standards in a safe and competent manner;
- use equipment such as power saws and or hand saws to safely work on the ground or within the tree, and use methods which may include the use of lowering equipment and or rigging systems when dismantling trees in a safe and competent manner;
- Oversee and take responsibility for a safe on-site working environment to ensure personal, colleague and public safety is protected at all times;
- Ensure that all lowering equipment is regularly checked and assessed in relation to Lifting Operations and Lifting Regulations (LOLER);
- operate shredding and chipping equipment to safely dispose of woody material such as branches and shrub growth;
- clear sites, residential areas and surrounding grounds of woody and herbaceous materials such as tree stumps, brush and limbs leaving such sites in immaculate condition after works completed;
- fell trees that have been pre-assessed and identified as requiring removal in a safe manner that gives utmost consideration to the health and safety of surrounding areas, property and potential risk posed to people;
- use and maintain suitable site traffic and public access safety signage in association with local tree work to ensure public health and safety is protected at all times;
- ensure that all tools and equipment remain in a safe working condition at all times and ensure that full compliance with maintenance and inspection schedule is managed;
- provide excellent customer service at all times and engage with members of the public, external agencies and WDH teams in a way that positively promotes the WDH Landscape service and organisation as a whole;
- provide information to the public regarding trees and their safe care in a manner that promotes excellent customer service;
- carry out estate based environmental maintenance work as required in order to support the wider WDH landscape service;
- help implement any estate based environmental initiatives in agreement with area estate management teams to positively contribute to the upkeep of WDH neighbourhoods; and
- undertake a range of duties and training sessions involving the safe use of various power tools, mechanical equipment and the use of WDH vehicles as appropriate to the tasks required. All use will be in full accordance with the appropriate Health and Safety Regulations.

Personal Contacts:

- Internal:*** All Community Safety team (Landscapes) employees including Landscape Manager, Arboricultural Team Leader and Landscape Officers; Area estate management, cleaning and caretaking teams and other relevant teams within WDH Operations.
- External:*** Tenants and residents within WDH neighbourhoods, voluntary agencies, and representatives of statutory agencies such as Wakefield Council.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
Be a competent, experienced tree climber and chain saw operator NPTC units 30, 31,32,35,36, 38,39,40,41,47	✓		AF/I/CQ/P
Ability to carry out all tree work to relevant British Standards. BS3998 & BS 8545	✓		AF/I/P
The ability to tow trailers under C1E of the UK driving licence regulations.	✓		AF/I

Determination			
Effective time management and organisational skills with the ability to work to tight deadlines.	✓		AF/I
Effective communication with employees, managers, tenants and stakeholders.	✓		AF/I
An Ability to carry out work to a high standard and provide excellent customer service.	✓		AF/I

Nous			
An understanding of the concept of customer care	✓		AF/I
Awareness of health and safety procedures	✓		AF/I
To have a flexible approach and work as part of a multi-disciplinary team.	✓		AF/I
Proven awareness of Health and Safety requirements in relation to Arboriculture work.	✓		AF/I/CQ
Knowledge and understanding of the WDH Vision and Customer Charter.		✓	AF/I
Awareness of Chapter 8 Traffic Management		✓	AF/I/CQ

Attitude			
Relevant experience of working in a similar role within a customer focussed environment	✓		AF/I
A willingness to undertake any necessary training	✓		AF/I

Have a commitment to employee development initiatives.	✓		AF/I
Requirements of the Role			
Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.	✓		AF/CQ
The post holder will be required to work outside normal office hours and respond to emergency situations.	✓		I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

P- Practical assessment